

Career SoftSkill Essentialssm



Customer Service



Customer Service

Section 1: Before You Begin

1. What work skills from this checklist do you have?

_____ I greet customers pleasantly with a smile.

_____ I show respect to the customer.

_____ I know and can explain company policies to customers.

_____ I help the customer.

_____ I speak to customers in a courteous and clear manner.

_____ I respond promptly to customer inquiries.

_____ I give customers full attention.



Customer Service

Section 1: Continued

2. Which of these skills would you like to improve or develop?

- _____ Greets customers pleasantly with a smile.**
- _____ Shows respect to the customer.**
- _____ Knows and can explain company policies to customers.**
- _____ Helps customers.**
- _____ Speaks to customers in a courteous and clear manner.**
- _____ Responds promptly to customer inquiries.**
- _____ Gives customers full attention.**



Customer Service

Section 2: Information about Skills on Checklist

- **Customer service is an important part of every job.**
- **Companies need customers to stay in business.**
- **Employers hire employees to help customers.**
- **It is important to company success to have positive interactions with customers.**
- **Providing good customer service satisfies the customer and makes a valued employee.**
- **Satisfied customers are repeat customers.**



Customer Service

Greets Customers Pleasantly with a Smile

This means that in the workplace:

- **You represent the company.**
- **A smile can often:**
 - **Calm an angry customer.**
 - **Be heard over the telephone.**
 - **Develop positive interactions with a customer.**
 - **Show a positive attitude.**
- **When you greet customers with a smile, you have an essential career soft skill.**



Customer Service

Shows Courtesy to the Customer

This means that in the workplace:





- **Customers are the reason you have your job.**
- **Treat them the way you would like to be treated. Courteous behavior is important.**
- **The employer and customer expect you to be polite.**
- **It is rude to be negative with the customer.**
- **Most companies describe customer service in the company handbook.**
- **When you show courtesy to the customer, you have an essential career soft skill.**



Customer Service

Knows and Explains Company Policies to Customers

This means that in the workplace:







-  **You could be the company's first contact with dissatisfied customers. You could be the person to turn them into a satisfied customer.**
-  **Customers should always be provided with correct information about the company.**
-  **Satisfied customers return because they receive correct information.**
-  **When you know and explain company policies, you have an essential career soft skill.**



Customer Service

Helps the Customer

This means that in the workplace:

-  **You represent the company.**
-  **Customers are the reason you have your job.**
-  **Learning what the customer needs shows them they are important.**
-  **You may not be able to help the customer by yourself. You may have to ask for assistance from a supervisor or coworker.**
-  **Satisfied customers are repeat customers.**
-  **When you help customers, you have an essential career soft skill.**



Customer Service

Speaks in a Courteous and Clear Manner to Customers

This means that in the workplace:

- **The way you speak to a customer gives them an impression of the company.**
- **To the customer, you are the company.**
- **Good customer service is company policy.**
- **Never complain about your job to customers or coworkers.**
- **When you speak in a courteous manner to customers, you have an essential career soft skill.**



Customer Service

Responds Promptly to Customer Inquiries

This means that in the workplace:

- **Customers feel important when they do not have to wait for service.**
- **Companies stay in business when they give prompt help and service to customers.**
- **When you respond promptly to the customer's inquiries, you have an essential career soft skill.**



Customer Service

Gives Customer Full Attention

This means that in the workplace:

- **Full attention shows respect to the customer.**
- **Companies are in business because they provide a quality product and service to the customer.**
- **Customers are the reason you have your job.**
- **Chatting with coworkers takes attention away from your customers.**
- **When you give customers your full attention, you have an essential career soft skill.**



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Section 3: Scenario/Case Study

Mary works in a busy convenience store. The company's employee manual states, "During the early morning and lunchtime hours, all employees are to assist customers first, then complete other assigned tasks."

Mary wants to please her supervisor and have her tasks done on time. When Mary stops to help customers, she never gets her other tasks done.



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Section 3: Scenario/Case Study

Mary decided that it would save time to point in the direction where products can be found instead of taking customers to the aisle. She also stopped greeting people because customers would ask her more questions.

The store manager has noticed that several of their regular customers stopped shopping at the store. The manager also received several complaints that Mary is unfriendly and does not help them.



Customer Service

Section 4: Applying What You Know

1. What skills does Mary need to develop?

- ☐ Greets customers pleasantly with a smile.
- ☐ Shows respect to the customer.
- ☐ Knows and can explain company policies to customers.
- ☐ Helps the customer.
- ☐ Speaks to customers in a courteous and clear manner.
- ☐ Responds promptly to customer inquiry.
- ☐ Gives customers full attention.



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Section 4: Applying What You Know

- 2. If you were the store manager, what skills would you discuss with Mary?**

- 3. Using the Customer Service checklist, what specific things could Mary do to improve customer service.**



Customer Service

Section 5: Skill Review

List at least three things you learned or skills you have improved from this module.

Congratulations, you have successfully completed the Customer Service soft skill module.



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Section 5: Skill Review continued

The following are ways to give customer service:

- **Greet customers pleasantly with a smile.**
- **Show respect to the customer.**
- **Know/explain company policies to customers.**
- **Help the customer.**
- **Speak to customers in a courteous and clear manner.**
- **Respond promptly to customer inquiries.**
- **Give customers full attention.**